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05/07/03
PATENT

Attorney Docket No. 01-4005

CERTIFICATE OF MAILING UNDER 37 CFR § 1.8(a)

I hereby certify that this Information Disclosure Statement and the documents referred to as enclosed therein are being deposited with the United States Postal Service on this date, 4/9/03, with sufficient postage as first class mail/priority mail addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.

Mary E. Anza
(typed or printed name of person mailing paper)

Mary E Anza
(Signature of person mailing paper)

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APR 16 2003

Technology Center 2600

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re. Application of: Patrick M. Peterson et al.

Serial No.: 10/090,264

Group Art Unit:: 2643

Filed: 3/4/02

Examiner: Unassigned

Title: SYSTEM AND METHOD FOR OBSERVING CALLS TO A CALL CENTER

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT
UNDER 37 C.F.R. § 1.97(b)

Pursuant to 37 C.F.R. §§ 1.56 and 1.97(b), applicant brings to the attention of the Examiner the documents listed on the attached PTO 1449. U.S. Patent documents AA – AI all share substantially the same disclosure as that of the instant application. Copies of all listed documents are attached.

This submission does not represent that a search has been made or that no better art exists and does not constitute an admission that each or all of the listed documents are material or constitute "prior art." If the Examiner applies any of the documents as prior art against any claim in the application and applicant determines that the cited documents do not constitute "prior art" under United States law, applicant

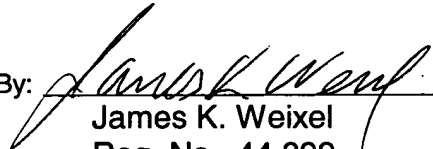
reserves the right to present to the office the relevant facts and law regarding the appropriate status of such documents.

Applicant further reserves the right to take appropriate action to establish the patentability of the disclosed invention over the listed documents, should one or more of the documents be applied against the claims of the present application.

This Information Disclosure Statement is being filed before receipt of a first Office Action on the merits for the above-referenced application. Should a first action on the merits have been issued on the same day or before this Information Disclosure Statement is filed, please accept this Information Disclosure Statement under Rule 97(c) and charge the requisite Rule 1.17(p) fee to our Deposit Account No. 07-2339 and proceed to consider this Information Disclosure Statement.

Respectfully submitted,

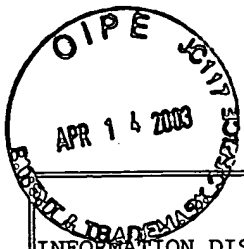
By:


James K. Weixel
Reg. No. 44,399

Date:

4/18/2003

Verizon Corporate Services Group Inc.
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Irving, TX 75038
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INFORMATION DISCLOSURE CITATION

(Use several sheets if necessary)

Atty. Docket No.
01-4005

Serial No. 10/090,264

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Applicant

APR 16 2003

Patrick M. Peterson et al.

Technology Center 2600

Filing Date
3/4/02Group
2643

U.S. PATENT DOCUMENTS

*Examiner Initial		Document Number	Date	Name	Class	Sub Class	Filing Date If Appropriate
	AA	10/090,205	Pending	Patrick Peterson et al.	700		3/4/02
	AB	10/090,579	Pending	Patrick Peterson et al.	379		3/4/02
	AC	10/090,546	Pending	Katherine Godfrey et al.	710		3/4/02
	AD	10/090,369	Pending	Bernhard Suhm et al.	379		3/4/02
	AE	10/090,210	Pending	Patrick Peterson et al.	455		3/4/02
	AF	10/090,395	Pending	Patrick Peterson et al.	379		3/4/02
	AG	10/090,234	Pending	Daniel McCarthy et al.	379		3/4/02
	AH	10/090,522	Pending	Patrick Peterson et al.	379		3/4/02
	AI	10/090,524	Pending	Marie Meteer et al.	380		3/4/02

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

BA	C.A. Kamm et al., Design and Evaluation of Spoken Dialog Systems, Proc. Of IEEE Workshop on Automatic Speech Recognition and Understanding, 1997 pp. 11-18.
BB	Jeremy Peckham, A New Generation of Spoken Dialogue Systems: Results and Lessons from the Sundial Project, Proc. Of the 3 rd European Conference on Speech Communication and Technology, Berlin, September 1993, pp. 33-40.
BC	S. Bennacef et al., Dialog in the RailTel Telephone-Based System, Intl. Conf. On Speech and Language Processing, Philadelphia 1996, pp. 550-553.
BD	M. Walker et al., PARADISE: A Framework for Evaluating Spoken Dialogue Agents, Proc. Of the 35 th Annual Meeting of The ACL and 8 th European Conf. Of the European Chapter of the ACL, July 7-12, 1997, Madrid, pp. 271-280.
BE	M. Cohen, Universal Commands for Telephony-Based Spoken Language Systems, Telephone Speech Standards Committee, Common Dialog Tasks Subcommittee, SIGCHI Bulletin, Vol. 32, No. 2, April 2000, pp. 25-29.
BF	Bruce Balentine and David P. Morgan, How to Build a Speech Recognition Application, Enterprise Integration Group, Inc., San Ramon, CA, 1999.

Examiner

Date Considered

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.